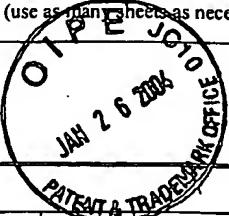


Substitute for Form 1449A/PTO (Modified) (use as many sheets as necessary)		Attorney Docket No.: 50325-0788	Application Number: 10/651,590
		First Named Inventor: Jagannathan Shiva Shankar	
		Filing Date: August 29, 2003	
OTHER ART – NO PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published	Translation ²
/PN/		Cisco Systems, Inc., "Release Notes for Voice Health Monitor 1.0 on Windows 2000," August 9, 2001, 78-11325-01, pp. 1-28.	
		Cisco Systems, Inc., "Release Notes for Voice Health Monitor 1.1 on Windows 2000," March 13, 2002, 78-11325-02, pp. 1-28.	
		Cisco Systems, Inc., "Voice Health Monitor User Guide," Chapter 2, "Monitoring Voice Network Health," March 13, 2002, 78-11324-01, pp. 2-1 – 2-20.	
		Cisco Systems, Inc., "Voice Health Monitor User Guide," Chapter 6, "Synthetic Transaction Configuration," March 13, 2002, 78-11324-01, pp. 6-1 – 6-12.	
		Cisco Systems, Inc., "Release Notes for Cisco CallManager Release 3.0(7)," January 16, 2001, OL-0950-01, pp. 1-62.	
		Cisco Systems, Inc., "Release Notes for Cisco CallManager Release 3.2(2c)," July 10, 2002, OL-2559-02, pp. 1-66.	
↓		BMC Software, Inc., "Synthetic Transaction Monitor," Release Notes, Version 1.1.00, June 30, 2000, pp. 1-8.	
/PN/		BMC Software, Inc., "Synthetic Transaction Monitor," Release Notes, Version 1.1.06, March 30, 2001, pp. 1-5.	

Examiner Signature	/Phuoc Nguyen/	Date Considered	09/24/2007
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*Examiner: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication.

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